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DATE: April 1, 2004

TO: Mail Stop After Final
Commissioner of Patents
William J. Deane, Jr., Primary Examiner

PHONE: 800-786-9199
FAX: 703-872-9306

FROM: Bourque Law Offices
Manchester, New Hampshire

PHONE: 603-623-5111
FAX: 603-624-1432

RE: Priority Based Call Handling

Serial No: 09/203,965

Our Reference: DAVOX-159XX

Number of pages including cover sheet: 12

(PK)

Original of this document to be mailed as well: ☐ YES ☒ NO

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Please see the attached Response After Final. Thanks.

Serial No.: 09/203,965
 Filed: December 2, 1998
 Group Art Unit: 2642

Bourque & Associates, P.A.
 835 Hanover Street, Suite 301
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 Telephone: (603) 623-5111
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Date: April 1, 2004

HONORABLE COMMISSIONER OF PATENTS
 Washington, D.C. 20231
 Sir:

Attorney Docket No: DAVOX-159XX

In re application of: Gene W. Lee

Entitled: SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE

Transmitted herewith via facsimile is a Response After Final in the above-identified application. The following checked items are applicable: 10 Pgs. (P2)

☐ A Petition for Extension of Time for month(s) is hereby made, under §1.136(a); a check in the amount of \$ is enclosed per §1.17.

☐ _____ is hereby appointed Associate Attorney by:
 Registration No.:

Attorney of Record: Daniel J. Bourque
 Registration No.: 35, 457

☐ Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FES:
Independent 3	- 3	= 0	x \$86.00 =	0
Total 16	- 20	= 0	x \$18.00 =	0
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$280.00 =	
SUBTOTAL ADDITIONAL CLAIM FEE				0
Small Entity filing, divide by 1/2. Previously submitted or verified statement must be attached (per §1.9, §1.27, §1.28)				
TOTAL ADDITIONAL CLAIM FEE				0

☒ No additional claim fee.

☐ The claim fee has been calculated above; the Commissioner is authorized to charge Deposit Account No. 02-3285 in the amount of \$0.

☐ In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

☐ The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being sent via facsimile to: Honorable Commissioner of Patents, Washington, D.C. on April 1, 2004, at Facsimile No. (703) 872-9306.

SUBMIT IN TRIPLICATE

Paul J. Kroon, Jr.
 Attorney of Record: Paul J. Kroon, Jr.
 Registration No. 51,902

APR 0 1 2004

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PATENT

#18/E
smc
4/6/04
(CNE)IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Gene W. Lee
Serial No. : 09/203,965
Filed : December 2, 1998
For : SYSTEM AND METHOD FOR MANAGING A HOLD
QUEUE BASED ON CUSTOMER INFORMATION
RETRIEVED FROM A CUSTOMER DATABASE
Attorney's Docket : DAVOX-159XX
Examiner : William J. Deane, Jr.
Group Art Unit : 2642

I hereby certify that this correspondence is being transmitted by facsimile to Commissioner of Patents, Alexandria, VA 22313-1450 at fax phone number (703) 872-9306 on April 1, 2004.

Response: 10 pgs.

(PK)

By

Paul J. Kroon, Jr.

Paul J. Kroon, Jr., Esq.

Registration No. 51,902

Attorney for Applicant

RESPONSE AFTER FINAL PURSUANT TO 37 CFR § 1.116

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

In response to the Office Action dated February 11, 2004,
please reconsider the above-identified Patent Application in view
of the following: